CERTIFICATION SCHEME-FORKLIFT OPERATOR

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1. INTRODUCTION

ABCON SAFETY CONSULTANCY is a reputable certification, inspection, training, and ISO services provider operating within the UAE and internationally, committed to enhancing workplace safety, compliance, and competence across industries. The organization delivers accredited training, professional certification services, third-party inspections, and quality assurance solutions designed to meet international standards and local regulatory requirements.

The mission of ABCON SAFETY CONSULTANCY is to support organizations and individuals in achieving sustainable safety and operational excellence by delivering reliable, practical, and internationally aligned certification services that increase trust, competence, and performance.

This certification scheme outlines how **forklift operator competence** is assessed, certified, and maintained.

2. ORGANISATIONAL POLICY

ABCON SAFETY CONSULTANCY is committed to ensuring customer satisfaction, impartial assessment, and continuous improvement through its ISO/IEC 17024–compliant certification processes. Top management upholds the following principles:

- Delivery of high-quality certification services with professionalism and integrity.
- Transparent internal and external communication at all stages of certification.
- Impartiality, confidentiality, and fairness in all decisions and operations.
- Ongoing competency development for assessors and personnel to exceed stakeholder expectations.
- Compliance with applicable international, legal, and local standards.

ABCON SAFETY CONSULTANCY retains full authority and responsibility for all certification decisions including issuance, maintenance, suspension, and withdrawal of credentials.

3. COMMITMENT TO IMPARTIALITY

ABCON SAFETY CONSULTANCY ensures impartiality throughout the certification process by:

- Designing and implementing unbiased policies, procedures, and decisions for all applicants, candidates, and certified individuals.
- Identifying and managing potential conflicts of interest to maintain objective outcomes.
- Ensuring fair access to certification opportunities without undue conditions or restrictions.

4. DISCIPLINARY POLICY

Certified individuals may have their certification revoked for the following reasons:

- Expiry without renewal.
- Submission of falsified or misleading documentation.
- Breach of substance abuse policy.
- Involvement in incidents that compromise safety.
- Failure to comply with required health standards.
- Violation of the Code of Ethics.

5. ELIGIBILITY & OCCUPATIONAL HEALTH EVALUATION

5A. Eligibility Requirements:
Candidates seeking forklift operator certification must:

- Be at least 18 years old.
- Hold a valid occupational health card.
- Possess a valid driving license where applicable.
- Adhere to the Code of Ethics and substance abuse policy.
- Achieve a passing score in written and practical examinations.

5B. Health Evaluation:
Candidates are responsible for ensuring ongoing health compliance throughout the certification period. Assessors verify physical and mental fitness as part of the evaluation.

6. CANDIDATE RIGHTS AND DUTIES

6A. Rights:
Candidates are entitled to:

- Receive a certified competency certificate and ID card upon successful completion.
- Reschedule examinations with at least two days' notice.
- Confidentiality of personal data and assessment results.
- Be informed if disclosure of results is required by law.
- Submit complaints and appeals through official channels.
- Request reasonable accommodations for special needs.

6B. Duties:
Candidates must:

- Provide accurate and truthful information.
- Follow all certification policies and provide documentation when requested.
- Notify the certification body of any significant changes affecting competency.
- Adhere to exam conduct rules and confidentiality requirements.
- Limit certification claims to the defined scope and discontinue use if certification is suspended or withdrawn.
- Disclose any personal relationships with assessors to avoid conflict of interest.

7. CERTIFICATION SCOPE

This certification scheme validates the competency of forklift operators to safely operate forklifts in industrial, commercial, and construction environments following manufacturer guidelines and recognized safety practices.

8. JOB AND TASK DESCRIPTION

A certified forklift operator is responsible for:

- Safely handling, lifting, transporting, and placing loads.
- Conducting pre-operational checks and ensuring compliance with safety standards.
- Applying risk assessment, hazard identification, and safe work practices.

9. REQUIRED COMPETENCE

- Applicants shall possess adequate knowledge, practical skills, and demonstrated competency in operating the relevant lifting equipment.
- Foundational knowledge of forklift safety, operational standards, and workplace hazard controls.

10. CANDIDATE ABILITIES

Candidates should exhibit physical and mental capabilities required for safe forklift operation throughout the certification validity period.

11. PREREQUISITES

On the exam day, candidates must present:

- Valid identification (passport/Emirates ID).
- Occupational health card.
- Driving license (if required).

12. CODE OF CONDUCT

12A. Ethics:
Certified operators must:

- Avoid discriminatory or biased behavior.
- Prioritize safety and environmental protection.
- Report unsafe conditions and follow applicable safety regulations.
- Represent their competence honestly and within scope.

12B. Substance Abuse Policy:
Candidates must refrain from substances that impair performance unless medically prescribed with documented certification of safe operation.

13. CERTIFICATION REQUIREMENTS

13A. Certification Process:
Application:
Submit the completed form along with supporting documents including ID, occupational health card, license, experience proof, and training certificates if available.

Recertification:

- A notification is issued two months before expiration.
- Candidates must re-take written and practical exams, update health and license verification, and confirm compliance with all policies.

13B. Assessment Methods:

- **Written Exam:** Core safety and operational knowledge multiple-choice questions.
- **Practical Exam:** Demonstration of hands-on competency in equipment checks, load handling, and safe operation procedures.
- Passing marks are set in accordance with ABCON SAFETY CONSULTANCY guidelines.

13C. Exam Duration and Sequence:

- Written Exam: 60 minutes.
- Practical Exam: 60 minutes.

- Candidates may take exams in any order; time extensions may be granted when justified.

13D. Decision Making:
Scored exams and compliance checks are reviewed by authorized decision makers for final certification outcomes.

13E. Certificate and ID Card:

- Certificates include candidate details, competency category, and validity period.
- ID cards clearly state they are not a substitute for a driving license.

13F. Validity Period:
Certification is valid for one year from the date of issuance.

13G. Re-Examination:
Candidates who fail a component may retake that section; re-exam fees apply. After multiple failures, refresher training may be required.

13H. Training Requirement:
Candidates failing repeatedly must complete a structured training program before re-assessment.

13I. Unsafe Acts:
Unsafe actions during assessment result in disqualification and potential re-testing restrictions.

13J. Weather/Equipment Interruptions:
Assessors determine safe conditions and reschedule where necessary; assessments may resume from the interruption point.

13K. Suspension and Withdrawal:
Certifications may be suspended or withdrawn for unresolved non-compliance. Certified individuals must immediately cease using certification claims during suspension or following withdrawal.